

UK Bank – Financial Crime

The Task

A leading UK retail bank required urgent support in building training capability for a large-scale financial crime remediation project.

The programme demanded specialist training delivery across all key elements of CDD and EDD file review, with over 200 FTE requiring upskilling. The client sought a partner able to rapidly provide Financial Crime Subject Matter Experts (SMEs) with both hands-on remediation experience and proven training expertise.

Our Solution



We mobilised a team of experienced Financial Crime SMEs within two weeks, working closely with the client's internal compliance, operations, and L&D teams to design a robust training programme. Designing and delivering bespoke training content aligned to the bank's CDD/EDD policies, systems and regulatory obligations.



Embedding our SMEs within delivery teams to support “on-the-job” training alongside structured classroom or virtual modules.



Creating a blended learning model combining practical file review simulation, policy walkthroughs, and compliance coaching.



Introduced a structured feedback loop between trainers, learners, and project leads, enabling real-time refinement of training content and alignment with evolving case handling standards.

Client Outcome



Enabled our client ramp up the project to scale to over 200 accredited FTE within two months



Ensure high levels of quality and compliance, reducing rework and improving audit confidence.



Upskill their in-house staff and embed financial crime awareness across the project lifecycle.
Enabled seamless integration of contractors into our client's teams

Reduced time to competency by 30%

Met regulatory and internal project deadlines

Standardised Training for 200 FTE